

OUTCOME
GOAL 1.3 -
PROVIDE
INFORMATION
AND TOOLS
ABOUT WORK

Overview

Wagner-Peyser Act funded employment services are as critical to meeting the needs of today's employers and job seekers as they were when originally authorized by Congress in 1933. This landmark legislation continues as the foundation for the nation's public labor exchange system, providing a key tool for returning unemployed individuals to work quickly.

The Workforce Investment Act (WIA) places Wagner-Peyser Act funded employment services at the heart of local One-Stop service delivery systems that integrate a broad range of programs and services. WIA also places new emphasis on employment statistics and labor market information and the need for the infrastructure, technology, and products to deliver timely and valuable information with maximum convenience to a broad range of customers. The ultimate goal for these services is to assist employers in finding qualified workers and to help all job seekers to secure suitable employment.

Serving the Public

At the State and local levels and within local One-Stop systems, Wagner-Peyser Act employment services include a range of core services such as access to resource rooms with the latest technology job seekers use to obtain employment, such as resume preparation tools; staff-assisted job search assistance and counseling; job referral and placement; recruitment and screening services for employers; and labor market and career information. Depending on their needs, customers may use self-help tools or receive minimal or intensive staff-assisted services.

Technology has dramatically increased the Department's ability to offer services and products to customers in a broad range of formats and at almost any time. National, State, and local job matching systems, labor market information, resource directories, and occupational and career information are online to enable direct customer access or to assist staff in providing services. These tools are available anywhere personal computers can be found such as public libraries, colleges and universities, shopping malls, churches, and customers' homes and businesses.

Electronic information is available to bring together job seekers and employers nationwide under the umbrella of America's Labor Market Information System, including America's Job Bank, America's Career Information Network, America's Learning Exchange, and a wide variety of labor market and workforce development tools. There are now approximately 2.6 million registered job seekers and 1.5 million jobs available in America's Job Bank.

Challenges

The challenge for the Nation's workforce development system is to work collaboratively within the One-Stop framework to continuously improve our services. Working with our partners, strategies need to include leveraging resources, taking advantage of available technology, continually measuring performance and customer satisfaction, infrastructure and capacity building, and seeking new ways to break down the barriers to integrated One-Stop service delivery. Our collective goal is to provide high quality and timely services and information about work that best serves the nation's job seekers and employers.

INCREASE JOB SEEKERS' ENTRY INTO EMPLOYMENT

Goal 1.3A: Increase the percent of job seekers registered with the employment service who enter employment by 1 percent.

Results: The goal was exceeded. The number of job seekers entering employment after registering with the employment service increased by 2.75 percentage points in Program Year 1999 to 21.6 percent. (Note: Guam not reporting).

Program Description: In assisting job seekers to find employment, public employment service staff provide job search, referral, and placement services, and other activities and services such as counseling, testing, assessment, and occupational and labor market information. Additionally, the public employment service provides job seekers with access to automated services through America's Career Kit (America's Job Bank, America's CareerInfo Net, and America's Learning Exchange).

During Program Year 1999, State agencies continued the transition to providing labor exchange services through One-Stop delivery systems. In the One-Stop environment, labor exchange service delivery is coordinated with the provision of other Federally-funded workforce development services as required under the Workforce Investment Act.

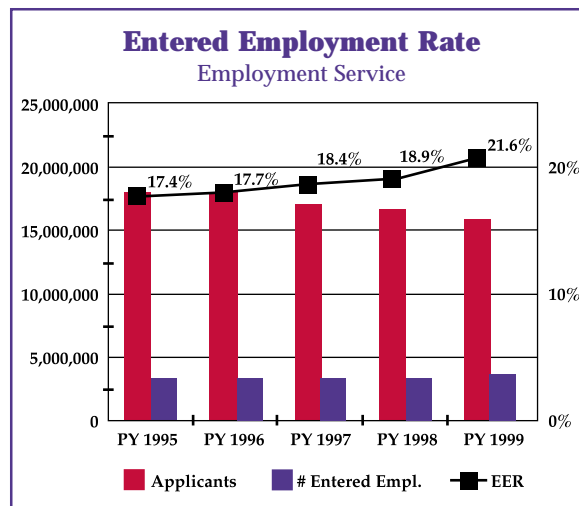
Analysis of Results: The results reported for this measure represent the proportion of job seekers registered with the employment service who entered employment during Program Year 1999.

State Employment Security Agencies collect information on the number of applicants registered with the public

employment service and the number who enter employment, which they in turn report to the Department in the form of summary statistics.

The Department is in the final stages of developing a comprehensive Labor Exchange Performance Measurement System that will include newly developed performance measures and an improved system of obtaining outcome information based on unemployment insurance wage record data. A pilot project using wage record data shows the actual entered employment rate is substantially higher than the rate reported by the data collection and verification procedures currently in place. DOL expects to transition to this new performance measurement system during Program Year 2001.

Goal Assessment: The Department is in the process of revising the metrics by which it measures the performance of the public employment service. For Program Year 2000, the Department again has targeted a one percentage point increase over the Program Year 1999 entered employment rate. ■



On-the-job training in this CVS facility helps these workers acquire skills that can pave the way to career advancement and greater earnings.

Photo by: Michael Carpenter



EXPAND JOB LISTINGS WITH THE EMPLOYMENT SERVICE

Goal 1.3B: Increase the number of total job openings listed with the public employment service by 20 percent.

Results: The goal was fully achieved. The number of job openings listed with the public employment service

increased by 21 percent over the previous year.

Program Description: As part of providing labor

exchange, recruitment, and other technical services to employers, the public employment service publishes job openings. Employers can advertise their job openings with State Employment Security Agencies (SESAs), job seekers can research these opportunities, and staff can screen and refer suitable candidates to these jobs at the request of the employer. Employers

Category	PY 1998	PY 1999	% Change
SESA job openings*	7,264,329	7,424,247	2.2%
AJB job openings	1,165,000	2,771,588	138%
TOTAL job openings	8,429,329	10,195,835	21%

* Guam, Minnesota, and Puerto Rico reporting no data.

At the Naylor Road One-Stop Center in Washington, D.C., job-seekers may peruse job listings and career information, get career counseling, receive GED training, and participate in workshops on such topics as resume development, job-search techniques, and dressing for success.

Right photo by: Michael Carpenter



Mark, a 34-year-old Army veteran, feared he would never walk again after a serious motorcycle accident. Despite his injuries, he was determined to support his family of four. While still in a wheelchair, he told his hospital social worker that he wanted to continue his education. He was referred to WorkForce Essentials, the local One-Stop Center in Clarksville, Tennessee. His case manager at the center helped Mark return to college. Two years later, he received his associate degree and is close to obtaining a bachelor's degree in public management. While studying, he also launched his own real-estate firm, Eagle's Nest Harris Realty. Mark is now able to walk again—he is proof positive that, through hard work and determination, anything is possible.

Photo by: Marie Berryman

Serving the Public:

America's Job Bank: www.AJB.org

America's Career Information Network: www.ACINET.org

America's Learning Exchange: www.ALX.org

also can publish their job openings on America's Job Bank (AJB), which is a national Internet-based job system that facilitates connections between employers and job seekers. Most jobs listed with the SESAs are subsequently uploaded and posted on AJB. (Jobs uploaded from the SESAs are excluded from the AJB count in the table.)





Customers get information on Unemployment Insurance benefits, one of many employment and training services available at One-Stop Centers throughout the nation

Photo by: Michael Carpenter

Analysis of Results: The expansion of employer services provided by AJB, combined with the tight labor market existing during Program Year 1999, resulted in a record number of jobs being listed with the public employment service. Job opportunities published annually through the SESAs remain over 7 million for the second consecutive year. The increases in the total listings with the public employment service can be attributed to the role of AJB in successfully capturing a large share of the burgeoning market for Internet job postings.

The number of job opportunities listed with the public employment service has increased by over 72 percent during the past 5 program years, indicating the growing reliance by America's employers on the public employment service to meet their workforce needs.

Data to report on this goal are obtained from two sources: (a) the number of job openings listed with the SESAs as reported on the Employment Service Program Report, and (b) the number of job opportunities posted on AJB as reported by the America's Job Bank Service Center. Data on AJB job openings include jobs entered manually by employers, jobs entered through employer batch processing, and jobs uploaded from the SESAs.

Goal Assessment and Future Plans: For Program Year 2000, the Department has set a goal for continued growth in the number of job listings, with a targeted 15 percent increase over this past year's total. ■